

New Horizons

FREE NEWSLETTER FOR OUR MEMBERS

Afternoon Tea at the Midland Hotel (see page six)

WIN

Introducing our new Chair

#hello my name is...

Hello, my name is Pearse



I want to introduce myself to you as the new Chair of the Trust. I was very pleased to be appointed and look forward to working alongside all our members.

I started work at the beginning of November and have spent my first few weeks getting out and about around the hospitals, meeting as many members of staff as possible. I've spent most of my working life in the NHS, with the last seven years as a supplier to the health service working for an international technology company, and now feel proud to once again call myself an NHS employee.

Our Trust has come under intense scrutiny from the public, media and regulators, and in many cases, for good reason, in recent years. However, through all this, I know that every day, great things will have been happening across our hospitals, often unseen and behind the scenes. I want to work alongside Jackie to not only support the improvements that are taking place but also to help ensure everyone is aware of the good work that is going on in all areas of our hospitals. While there will be changes ahead, we are committed to keeping everyone informed and talking to our membership throughout this process.

I would like to place on record my thanks to all our membership for their continued support, suggestions and feedback at this extremely important time for our local service.

*Pearse Butler
Chair*

We're all fighting flu this winter



Our Trust directors led the way in becoming flu fighters as the Trust aims to vaccinate 75% of the staff this winter. This not only protects themselves and their families but also our patients. While for the majority of people, flu is not a serious illness and they recover fully within one or two weeks, in some people complications develop leading to more serious illnesses.

See page five for more details of our plans to fight flu and prepare for the winter period.



First I would like to welcome Pearse Butler as the new Chair of University Hospitals of Morecambe Bay NHS Foundation Trust. It's fantastic that we have someone of Pearse's calibre joining us and I'm looking forward to working with him as we continue to take the Trust forward.

I also want to tell you about a new initiative we have introduced at the Trust. **Listening into Action (LiA)** is a new way of working which aims to unlock the great ideas all our staff have to improve our hospitals for our patients.

Our staff know how to provide great care – and LiA will allow them to put that knowledge into action. More details about LiA can be found on pages two and three.

The initiative is part of our response to the Care Quality Commission (CQC) report which was published in the summer. The Care Quality Commission will return next year – and we are committed to implementing improvements across our hospitals to ensure they can see the progress we have made.

You can find out more about some of the improvements we have already made on the next few pages. These include:

- Improving our staffing levels – with an extra £3million approved for nurses.
- Engaging with and talking to our staff as part of Listening into Action.
- The introduction of unannounced RAISE (Review and Inspection for Standards of Excellence) visits to wards to ensure the standards of care and record keeping are as they should be.
- Continuing to improve the availability of case notes for outpatient clinics and increasing the electronic availability of notes and test results.
- Ensuring we share and learn lessons from incidents and improve the care we offer.
- Developing and recording better information about how we are performing to help target the additional support effectively.

Please read the rest of this publication – it has lots of news from across our hospitals – and news of some new seminars we'd like to invite you to – see page six. I'd like to wish you the compliments of the season and wish everyone a happy and peaceful new year.

*Jackie Daniel
Chief Executive*

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Our journey of

Below are just some of the improvements we have made in response to the Care Quality Commission (CQC) report which was published in the summer. If you have access to the internet and would like to find out more - please visit the Trust's website at www.uhmb.nhs.uk. There are a collection of articles and a report showing our progress against our CQC Improvement Plan which we have drawn up following the report. Click on the "Our Improvement Plan" tab at the top of the website and click onto the CQC Improvement Plan.

Since our February inspection we've carried out a huge amount of work across a wide variety of areas to improve the services we offer to patients – a selection of these are set out below.

We're turning our listening into action

Listening into Action



Listening into Action – an evidence-based way of working that drives up performance - has been introduced to the Trust and already more than a third of our staff have filled in a pulse survey telling us how they feel about working for the Trust.

Hundreds of our staff have now taken part in our Chief Executive-led Big Conversations throughout December – events where staff from all walks of life come together to tell us how things should improve.



Listening into Action is a new way of working which other trusts have tried and tested. It is based on a number of important principles including: "Challenging the way we do change"; "All about the outcomes"; and "Cutting through 'all the usual reasons why not'".



The Big Conversations will bring a series of themes to the fore. These will be shared in the New Year and staff will then form Pioneering Groups to put the ideas into action. Blockages to these improvements will be eliminated through Enabling Schemes to ensure the ideas of grass roots staff come to fruition.

Listening into Action is exciting as it galvanises staff working in all areas of our hospitals to take forward the ideas that they want to see happen to make changes for our patients.



Visits to ensure ward standards are up to scratch

A series of unannounced RAISE (Review and Inspection of Standards for Excellence) visits have begun in wards and departments around the Trust to ensure that care and record-keeping are of the highest possible quality.

Senior nurses, trainee nurses and governors visit four wards each month and talk to patients about their experience, check the patient notes and ensure records are up to date, inspect the cleanliness on the ward, and once their visit is complete they give immediate feedback.

Lynne Wyre, deputy Chief Nurse said: "The visits are supportive and aim to drive up standards of care throughout our wards."

There are three elements to the inspections: The first impressions when the team arrive on the ward; the cleanliness and record keeping; and the patients' own experiences.

The aim is to give feedback to staff about what it is like to be a patient in their wards and departments, then for all clinical staff to work together to ensure that best practice is shared, while lessons from poor care are learned.

We specifically involve our governors in the inspections to ensure that the patient experience is captured by a non-clinical person who patients will feel comfortable with to talk about their experiences.

The teams then get together to provide more detailed feedback and ensure that any examples of excellence or lessons that need to be learned are shared with the ward.

You can watch a video of one of the RAISE visits taking place on our YouTube Channel.



Executive Chief Nurse Sue Smith checking facilities on a RAISE visit

improvement

Additional £3million investment in nurses

An additional £3million investment in extra nurses has been made available – in addition to the 130 extra nurses who joined the Trust last year – and the recruitment efforts are continuing.

Red rules – introduced by the trust – mean that we need to have one trained nurse for every eight beds, and this has seen us target nurses locally, nationally and internationally. Already this year an extra 11 registered nurses and 47 Clinical Support Workers have joined the Trust.

We've also started publishing our nurse staffing data on our website and the information is also published on the national NHS Choices website – so everyone can see how many nurses we have employed.

We recently visited Greece, Cyprus and Croatia to find new nurses who meet our exacting standards – with 29 joining our wards in December.

Earlier this year we successfully recruited nurses from Italy who are already working on our wards.

We now have ward boards outside every ward, publishing the staffing information for each ward, as well as other information on compliments, suggestions and infection rates.



Monica Alo and Roberta Maroccio who joined the Trust from Italy earlier this year

Audit leads to improvement in stroke care

A new programme of clinical audit has been published to help staff in different areas improve the care they give based on data.

Clinical audit is the way in which NHS services check up on their own performance so that we can spot any potential problems and also work out ways of making our services even better.

Regular audits are to be carried out into all aspects of clinical care, to find out how well patients are recovering following treatment and what their experiences have been like, as well as more technical details like how well we are following individual pieces of national guidance and procedure.

But most importantly, these audits will be analysed and acted upon, to make sure we are always doing the very best for every one of our patients.

Our Trust has been a member of the North West Advancing Quality Alliance for five years, and through this we have made huge improvements in our care.

Clinical audit of our stroke services through Advancing Quality measured seven key performance targets including how long it takes for patients to be admitted to specialist stroke units, how well they are swallowing and their brain activity and whether they have had swift access to physiotherapy and occupational therapy.

In our initial audits the Trust was at the bottom rankings of 22 North West hospitals in Advancing Quality stroke indicators. But the information from those audits gave us the evidence and information we needed to completely redesign our stroke services. As a result, we are now ranked 3rd out of 22 north-west hospitals – a dramatic improvement that means our stroke patients are now getting some of the best care available in the region.

Heather Pratt, Head of Clinical Audit for the Trust, said: "Undertaking an audit helps improve clinical care and by undertaking an audit and analysing the findings month on month we are able to target the areas we need to improve."



Heather Pratt Head of Clinical Audit

Case note availability continues to improve

The Trust stores up to 800,000 case notes at any one time and receives 40,000 requests for records each month. Due to improvements in the service case notes are now available at 96% of Trust outpatient appointments – but work is continuing to improve the figure still further.

The trust opened a new, off-hospital facility in Lancaster where all case notes are stored to ensure that clinics have all the notes needed for our patients.

Work has also continued on the Paperlite project – a project to ensure that case notes are available electronically to clinical staff – meaning there is no need for paper records. Our target is to have 80% of our outpatient appointments having access to records in this way and that work is continuing.

If you want to find out more about the improvements we're making please visit our website or watch our video on You Tube.

<https://www.youtube.com/watch?v=AvGPzpmziHs&feature=youtu.be>



Patients experience of outpatients services is improving thanks to the better availability of case notes



Our new student quality ambassadors

Fresh eyes on our quality of care

Five trainee nurses have been appointed as Student Quality Ambassadors (SQAs) to be fresh eyes on the quality of care across our hospitals.

We've appointed the adult nursing students to challenge standards of care, introduce innovative ideas and share good practice.

They are a key part of the team carrying out the RAISE and they will also be looking into findings from the Friends and Family tests to make recommendations to drive improvements in care.

The ambassadors – Zoe Wilson, Carrie Bell, Vicky Shimwell, Emma Hodgson and James Jolly – are all studying to be registered nurses at the University of Cumbria.

Julie Pickup, who leads the SQAs as practice education facilitator, says the Trust's ambassadors will join 55 from across the North-West to develop initiatives focused on promoting care within the healthcare sector.

"All our SQAs are innovative thinkers, easily identifiable by their purple lanyards and we hope staff and patients will look out for them, share experiences and bring about improvements together."

https://www.youtube.com/watch?v=5idfOJPTJuY&list=UU0G5_7vHzo6zPITZOHnmwVQ&index=6

Oncology suite aims for gold standard

Our specialist cancer suite at Furness General Hospital is aiming for the highest standards in end of life care – a year on from opening its doors to the first patients.

The Coniston Suite is now working to secure a “gold standard” accreditation through training frontline staff as part of the national Gold Standards Framework – which is a mark of the quality of care for patients.

Oncology and haematology beds were relocated into the Coniston Suite, which is part of Ward 9, last year. That meant planned and emergency admissions could go straight to oncology beds rather than general medical beds.

Consultants are now on the ward every day to do regular reviews of inpatients and treat them more quickly than if they were in the oncology unit in a different area of the hospital. The oncology unit now has space and capacity to treat more day-care and outpatients with further improvements planned for the New Year.

One of the first patients on the Coniston Suite, which is part of Ward 9, on November 25 2013 was Joan Muldoon from Barrow who moved from the existing oncology unit up to the newly-revamped Coniston Suite when she was being treated for lymphoma.

She said: “I got the bed by the window, and every time I was in after that I got the same bed – I had VIP treatment. The benefits were that each bay had its own bathroom in the Coniston Suite which was really nice and made it easier to get to. It was like having an ensuite. There were always doctors around, whatever time of day or night, we were very well looked after.”

Michelle McLaughlin, the manager of Coniston Suite, said the environment was now much better and that Trust commissioners had recently visited and commented on the bright and airy ward.

“Going from eight beds to 11 has also been a real positive as those specialist beds are definitely needed,” she said.



Manager of the Coniston Suite Michelle McLaughlin pictured with patient Joan Muldoon

Trust takes part in prostate cancer awareness day

The Rotary Club of Grange over Sands, supported by the Trust, held a Prostate Cancer Awareness Day at the Victoria Hall, Grange in the Autumn.

Among the displays on show to the members of the public who attended were: the hospital charity, Barrow Prostate Cancer Support Group, Lancashire Prostate Support Group, Cancercare, Rosemere, Bowel Cancer, Cancer Support UK, MacMillan Nurses and Consultants and staff from the Urology Department at RLI.

It was a really successful day and we’re now thinking of new ways to work with our colleagues in the Rotary Club to raise awareness in other ways.



Staff from the Trust with fellow supporters at the Prostate Cancer Awareness Day

Services showcased at annual meeting



Linda Dunn

The Annual Members’ Meeting at Castle Green Hotel in Kendal was a great success and we were delighted that so many members came and joined us.

Stalls and stands showcased many of the services we provide for patients, and detailed some of the improvements we have seen recently taking place.

The audience were given an explanation of the success of stroke services in the Trust, from one of our Lead Nurses Linda Dunn. A detailed discussion of the better care together strategy for the NHS in south Cumbria and north Lancashire was held, with input from colleagues from our local Clinical Commissioning Groups.



Tables were full at the Annual members’ Meeting

We’d like to thank everyone who came along to our event and helped make it a success. We’ve now started planning next year’s event and hope to make that even bigger and better. Please send your ideas and suggestions to the Foundation Trust Office. Contact details can be found on page six.



Flu fighters



We are Winter Flu Fighters!

At the Trust, we launched our Flu Fighter campaign in mid-October of this year. Vaccinating our staff against the Flu virus protects not only the staff but everyone they come into contact with.

We aim to have 75% of our 5,000 staff vaccinated by the end of our Flu Fighters campaign. Our total vaccinated currently stands at around 50%. Here is a small selection of the staff who have been vaccinated in the pictures on this page. Staff from every department have been dropping by our Occupational Health department to have their vaccination.

Flu vaccinations are available free to:

- anyone over the age of 65
- pregnant women
- children and adults with an underlying health condition (particularly long-term heart or respiratory disease)
- children and adults with weakened immune systems

The flu vaccine is given as an annual nasal spray to:

- children aged two to 17 years at a particular risk of flu
- healthy children aged two, three and four years old

Find out more by visiting <http://www.nhs.uk/Conditions/vaccinations/Pages/flu-influenza-vaccine.aspx>



Trust works with Millom people for better healthcare

Our Trust is working with NHS partners to improve access to health services in Millom.

We have contributed to a recruitment film with a twist – where school children from Millom appeal nationally for GPs to come and work in their town.

Unlike usual recruitment films, this has been created by the community and starts with a short role play by twelve primary school children from St James School in Millom.

The community decided to take action when they realised that the shortage of doctors was having an impact on the health services being delivered to a beautiful but isolated area of the County. The film is supported by health professionals but has been created on behalf of the community by Dominic Lamb from Ulverston at very low cost. It is one of a number of unique developments taking place in Millom where the community has come together in equal partnership with all the health and social care providers in the area to improve their health services.

Dr Paul Grout, the trust's clinical director of acute medicine, said there was a strong network of professional healthcare support and advice for any GP that came to work in Millom.

“The Trust has recently set up a secure messaging system for GPs to discuss patient cases with hospital specialists so we can advise them at the touch of a button and this is working well. This new technology is a fast way to help GPs in more rural areas to tap into the pool of expertise at the hospital. In addition, it benefits the patient because they get a swift, informed decision from their GP, instead of them having to travel for an outpatient appointment.”

The film is available to view on You Tube and has already been a success with one GP already recruited and set to start soon.



Children featured in the video

Furness General Hospital catering team to feature on TV

The Catering Department at Furness General Hospital (FGH) is getting involved with TV stars to promote its Meals on Wheels service as it celebrates maintaining its top five-star rating from Barrow Borough Council.

The team has been taking part in a BBC series called Meet The Street, which is part of a nationwide campaign to bring communities together and tackle loneliness.

It is presented by chefs James Martin and Hairy Biker and local Barrow celebrity Dave Myers who goes back to Suffolk Street to find out who lives there now, help them set up a social network and includes a section on FGH's Meals on Wheels service.

The Meals on Wheels service is expanding and is now providing hot, freshly-cooked meals to nearly 40 households a day across the Furness area thanks to a team of dedicated volunteers. Meet the Streets airs in December.

Meanwhile the Council's Food Safety team required the department to pass a series of robust checks on cleanliness and equipment management to achieve the five-star rating – something they were pleased to achieve.

Foundation Trust Office News

To contact the Foundation Trust Office on any of the issues below, please contact Heidi Bowron, Foundation Trust Office, Furness General Hospital, Dalton Lane, Barrow in Furness, Cumbria. LA13 9UR. Tel: 01229 404473. Email: FTmembershipOffice@mbht.nhs.uk. www.uhmb.nhs.uk

Membership talks, seminars and discussions

In the coming year we are holding a number of talks, seminars and discussions on different topics. Places will be booked on a first come, first served basis to Trust members. To book your place, call the Membership Office on 01229 404473, email your name, address, contact number and the name, venue and date of the talk you wish to attend to FTmembershipOffice@mbht.nhs.uk or visit the Trust website at www.uhmb.nhs.uk.

We will then confirm your attendance with you. If a friend or family member would like to attend and they are not a Foundation Trust Member, please let the membership office know. They may also be able to come along.

Meet your Governors – One hour prior to each seminar session your governors will be available for an informal chat.

Resuscitation: Prevention is better than cure!

2pm
27 January 2015 – Lecture Theatre, FGH
10 February 2015 – Boardroom, WGH
 Mel Woolfall, Advanced Practitioner, and Alison Plenderleith, Resuscitation Officer

The Resuscitation Team will be on hand to discuss changes in Resuscitation both nationally and at our hospitals.

They will also have an assortment of equipment on display for you to observe in action!

Sun and Skin Cancer – how to look after your skin and what happens if you don't

2pm
5 February 2015 – Boardroom, Westmorland General Hospital
 Ann Myatt, Consultant Dermatologist

We all like to see the sun and to get outside to enjoy a sunny day. This seminar is about how sunshine affects the skin and what we can do to reduce the risk of sun damage. It will cover what to look out for and how doctors distinguish between safe blemishes and pre-malignant or cancerous ones. It will include information on the treatment of premalignant blemishes and of the three main types of skin cancer.

A day in the life of Infection Prevention

2pm
17 March 2015 – Lecture Theatre, FGH
24 March 2015 – Lecture Theatre, RLI
 Angela Richards, Matron, Infection Prevention

UHMB are committed to reducing avoidable healthcare associated infection and employ a team of specialist nurses to support this commitment. Angela Richards, Infection prevention Matron, and Vanessa Morris, Infection Prevention Lead Nurse, will provide you with an insight into their role and how their expert advice and support provide staff with knowledge and skills in order to provide clean safe care for our patients.

Dying Matters – to coincide with Dying Matters Week

2pm
21 May 2015 - Lecture Theatre, FGH
 Carol Palmer, Joy Wharton, Jennifer Culley, Adele Dixon

Dying Matters is a coalition of 30,000 members across England and Wales which aims to help people talk more openly about dying, death and bereavement, and to make plans for the end of life.

There is definitely a gradual shift in our attitudes towards death but it can still be hard to access useful, honest and inspiring material on the subject unless you know where to look.

We want to help people start conversations about death and dying – just talking about it won't make it happen! So, come along to our light-hearted and informative event where you can meet local experts, explore ideas and find out everything you always wanted to know about death and dying but never dared to ask!



Win afternoon tea for two at the Midland Hotel

Last month we offered a prize of dinner, bed and breakfast at the Castle Green Hotel in Kendal for members who changed their preference on how they receive New Horizons to receiving it by e-mail. We'd like to congratulate Mrs Jackson from Ulverston who was the winner and thank both Castle Green hotel and everyone who entered this competition.

This month we are offering a prize of afternoon tea for two at the Midland Hotel in Morecambe. To win please send us your name, address, email address and telephone number by email to FTmembershipOffice@mbht.nhs.uk, or phone us on 01229 404473 by Monday 19 January 2015.

The winner will be announced in the next edition.

For terms and conditions please visit the Foundation trust section of our website

Enjoy Afternoon Tea with a view at The Midland

An iconic hotel which offers an unforgettable cocktail of sophisticated glamour and magnificent views across Morecambe Bay to the Lake District Fells.

Served in our famous Sun Terrace with spectacular views across Morecambe Bay, The Midland Afternoon Tea combines several varieties of loose leaf tea and a delicious menu to make for a truly memorable experience.

Afternoon tea reservations are available between **1.00pm - 1.30pm** (guests are kindly asked to vacate their table by 2.45pm) and **3.15pm - 4.30pm**

01524 424000
englishlakes.co.uk

Would you like to be more involved?

Would you like to be more involved with your local hospital services? Is there a particular area that interests you most?

We're asking all our members to tell us if they would like to be involved and what area they are most interested in? We will then use that information when planning any changes, making improvements or seeking patients and public views to contact you and ask you what you think.

If you would like to be involved please fill in the form below and send it to the address at the top of the page.

Men's Health (including bladder and prostate illnesses)	
Older People (including strokes)	
Out-patient Clinics	
Hospital Environment	
Cancer	
Children and Young People including Neonatal Unit and SCBU	
Women's Health (including breast, gynaecology and maternity)	
General Medicine (including heart and digestive system illnesses)	
Emergency (including accident and emergency and intensive care)	
Ear, Nose and Throat Services	
Surgical services	
Orthopaedics	
General care	
End of Life Care	
Eyes	
Others – please state	
Accident and Emergency	
Cancer services	

Name Title Date of Birth

Address

Post Code Email Address

Giving your email address will allow us to get in touch with you should we need opinions quickly, and in addition will allow us to let you know quickly about any events or seminars which we think may interest you.

For further information please contact Heidi Bowron, Foundation Trust Office on 01229 404473 or email FTmembershipoffice@mbht.nhs.uk.

Do you know anyone who may want to become a member?

There are many benefits of becoming a member of your local hospital Trust and we'd like you to spread the word.

If you have any family or friends interested in joining they'd be welcome: If they join they can:

- Have a direct link to the Trust via the Membership Services Office
- Receive our regular members newsletter with information on developments in our hospitals and services.
- Be consulted and kept informed on the Trust's future plans and on future developments in your local hospitals
- Have an opportunity to stand as or vote for your representative on the Council of Governors.
- Receive invitations to attend members' events
- Be given the opportunity to join in discussions and express your views and opinions about your hospitals.
- Be offered involvement opportunities
- Qualify for the privately run NHS Discounts Scheme.

Tell us what you think!

Members from the Foundation Trust Membership Office as well as local Governors will be out and about in the New Year and they want you to come along and tell them what you think.

They will be at the following venues.

22 January 2pm – 4pm
 Main Entrance, Westmorland General Hospital, Kendal

12 February 2pm – 4pm
 Main Entrance, Furness General Hospital, Barrow-in-Furness

10 March 2pm – 4pm
 Main Entrance, Royal Lancaster Infirmary, Lancaster

14 April 2pm – 4pm
 Main Entrance, Queen Victoria Hospital, Morecambe



Public Governor Shahnaz Asghar



Introducing our new lead governor

I was one of the inaugural Governors elected in May 2009 so have experienced all the ups and downs that the Trust has faced since then. I mention this for two reasons. Firstly, I am a strong believer in the principle that if you fail to remember where you went wrong, you may well make the same mistakes again. Secondly, it is a reasonable way of leading to why I decided to stand when both John Sellar and Ian Soan, Deputy Lead Governor resigned. I thank both John and Ian for all the hard work that they put in for all concerned and wish them both all the best in the future.



John Kaye, the Trust's new lead governor

Such a lot has changed since I became a governor but my motivation has not. I still passionately believe in the NHS, or what is left of it, and that it should deliver the best health-care available "CLOSE TO HOME". As a Governor for South Lakes & North Cumbria Constituency, I will work hard to retain as many services as possible at the Westmorland General Hospital, but, as Lead Governor, my much wider remit is to work what is best for all patients at all our hospitals: and this I will do.

You may have heard of, or even taken part in the "Better Care Together" exercise which has been going on now for many months and which is all about how health-care will be delivered across the "Morecambe Bay Area" in future years; because, it is changing, whether we like it or not. No one can be under any illusions as to the problems that the whole nation-wide NHS is facing for a multitude of reasons and our Trust struggles more than most other Trusts in the country because of our rather nice geographic location and having three major hospitals to finance out of limited funding.

Notwithstanding the Government's latest statement about making another two billion pounds available for the NHS, it is across the UK and something has to give. Savings have got to be found if we are to continue to deliver top class health care across the Bay. Your governors will continue to watch this process very closely to ensure, as far as we can, to maintain the high quality services that we are all entitled to, "CLOSE TO HOME". But, no matter how good our Trust may be in delivering our part of the bargain, the overall quality of health-care will depend to a considerable extent upon how good our fragmented and fully autonomous NHS and private health care partner organisations are themselves. Such is the effect of fragmentation and privatisation of the NHS.

We now have assembled a very good Board of Directors, both Executive and Non-executive who, together with some very proactive governors, on the Council, are working hard and ensuring we all work together for the benefit of the Trust, our members and our patients. But, it will be a demanding job for everyone involved and I have just had the first of what will be regular meetings with the new Chair Pearse Butler towards that goal. The "bottom line" is that we simply have got to make it all work if we are to return our Trust to full health and avoid another negative CQC inspection.

Finally, and most importantly, your personal view on how you feel we are doing and what health-care service is most likely to affect you in the future is very important to us and no matter how you let us know, the most important thing is that you do.

On behalf of all the Governors I wish you a peaceful Christmas and a Happy New Year.

*John A. K. Kaye,
Public Governor, South Lakes and North Cumbria Constituency*

Better Care Together strategy update

The Better Care Together programme is a review of local health services across Morecambe Bay led by Cumbria and Lancashire North Clinical Commissioning Groups and the University Hospitals of Morecambe Bay NHS Foundation Trust (UHMBT) in close partnership with local authority and other NHS providers.



Our ambitious vision for future healthcare being summarised as:

"By 2025 Morecambe Bay will have a well-deserved reputation as one of the best health and social care systems in the world."

The Better Care Together Strategy aims to turn this vision into reality. The Trust and its partners submitted this strategy at the end of June 2014 to NHS England, the national body with responsibility for the English NHS, and Monitor, the regulator of Foundation Trusts. As well as a statutory role in providing advice and scrutiny – the strategy includes a request for financial and developmental support to underpin the proposals, and their agreement is essential.

Both NHS England and Monitor provided us with feedback and identified a number of pieces of additional work to be completed. The document was therefore updated and re-submitted in October 2014, we are hoping be in a position to share key points of the Strategy in the New Year.

As we have reported in previous editions, local clinicians including GPs, nurses, hospital surgeons, physicians and social care practitioners, have worked on new "models of care" which will to make sure all patients get the right care in the right place at the right time. The majority of proposed changes are about the way that primary, community and social care services work together to provide the best possible care for patients - strengthening community-based services in order to reduce the number of avoidable admissions to hospital and unnecessarily long stays in hospital.

There are no proposals to close or privatise any of the three hospitals at Barrow in Furness, Lancaster or Kendal. The Strategy proposes that core services, including maternity, will be retained on all three hospital sites and A&E services at Furness and Lancaster will remain. The community hospitals

at Morecambe and Ulverston will be unaffected by the proposals. The Strategy contains a number of options about how planned (non-urgent) surgery could be organised on fewer hospital sites. Any changes would be designed to drive up quality standards, reduce costs and make it easier to employ and retain the specialist permanent staff needed to provide the best possible health results for patients.

We can confirm that no decisions have been made at this point in time, and any major proposals for changes to health services would be subject to a formal public consultation, the details of which would be agreed with the Joint Health Overview and Scrutiny Committee for Cumbria and Lancashire.

We will continue to engage with all our stakeholders to keep them up to date as the work progresses and in the meantime if you have any questions about the programme please do not hesitate to use the contact us tab on the website or call the Better Care Together communications and engagement team on 01524 518 638.



Dental technician's top award

A maxillofacial technician at University Hospitals of Morecambe Bay NHS Foundation Trust been awarded a prize as the top student in his year.

Andrew Tinkler secured a distinction in his final exams at the University of Central Lancashire (UCLan) to become a Clinical Dental Technician and has won the Schottlander prize.



Andrew Tinkler

The £100 prize is awarded to the best-performing student on the course. Andrew was mentored by Trust consultant Victoria Hadden who trained him in clinical skills during the two-year course.

Think about getting the right treatment this winter

Winter is one of the busiest times for hospitals – and we face challenges during the winter months ensuring that those patients who need our services get treated in a timely way.

We therefore ask for your help this winter in ensuring that you choose the right care at this time of year.

Paul Grout, the Clinical Director for Acute Medicine at the Trust and an A and E consultant said: “Many people go to A&E unnecessarily, when they could be better treated elsewhere. During the winter season this puts extra demands on already pressured emergency departments.

“Many minor ailments can be treated safely at home with a well-stocked medicine cabinet. Pharmacists also offer expert help with common complaints and can advise when symptoms require further treatment, from a GP for instance. Alternatively the national 111 helpline can help patients decide what medical help you need, tell you where you need to go to get this medical help and transfer your call to the service you need, or book an appointment for you.”

New policy on flowers

A new policy on flowers has been introduced by the trust at all our hospitals.

Expert advice was that standing water in flower vases contains bacteria which can cause severe illness to our patients. We have therefore asked visitors not to bring flowers into our hospitals.

This wasn't a decision we took lightly – but we felt it was the right thing to remove an avoidable risk from our wards.

“We hope that our patients and visitors will understand that this step will help us to keep patients, visitors and staff safe on the wards by reducing the risk of potential infection and preventing slips, trips and falls from accidentally-spilt water. We also have patients who are allergic to pollen so this eliminates any risk,” said Sue Smith, Executive Chief Nurse.

We have written to all florists in the area to explain why we have taken the decision, and hope relatives can consider other gifts as an alternative.

New colour-coded lanyards for doctors

The Trust – in conjunction with Health Education North West has come up with a new colour-coded lanyard scheme for all graded doctors.

The colour coded lanyards allow staff to quickly identify doctors by competency and skill set.

This new colour lanyard initiative for medical staff has been introduced in conjunction and with the support of Health Education North West to provide high levels of patient safety. This follows successful introduction in Manchester Community Services and at the Central Manchester Foundation Trust. The lanyards will be worn in conjunction with Trust ID badges.



Doctors modelling the new lanyards



2015 Meetings and Events

All the meetings of the Board and the Council of Governors are all open to the public to attend as observers. Board meetings start with a case study of a patient's experience at the Trust.

Future dates are as follows:

Trust Board

28 January 2015, 10am, Lecture Theatre, Royal Lancaster Infirmary

25 February 2015, 10am, Boardrooms, Westmorland General Hospital

25 March 2015, 10am, Furness General Hospital – (room to be confirmed)

Council of Governors

19 March 2015, 2pm – (venue to be confirmed)

Future editions of New Horizons

Spring 2015

Summer 2015

If you would like any articles including in future editions please contact the Foundation Trust office. Details can be found below.

Useful Contact Details

If any family members or friends would like to become a Foundation Trust member, please contact:

Foundation Trust Membership Office

Furness General Hospital

Dalton Lane

Barrow-in-Furness

Cumbria

LA14 4LF

Telephone: 01229 404473

Tuesday – Friday 8.30 am – 2.30 pm.

Other times – an answering phone is available.

Email: FTmembershipOffice@mbht.nhs.uk

If you change your name, address or email address, please let us know.

Patient Advice & Liaison Service

Tel: 01539 795 497

(PALS) can provide help, support and advice.

This is a confidential service for patients/careers and relatives

Patient Experience Team

Tel: 01539 716 621

Level 2, Westmorland General Hospital, Burton Road, Kendal, LA9 7RG

Email: commentsandcomplaints@mbht.nhs.uk

For health advice call the NHS non emergency helpline on 111

You can also get regular updates by liking the University Hospitals of Morecambe Bay NHS Foundation Trust page on Facebook or by following @UHMBT on Twitter.

